

General Policies and Information

Our Sales and Catering personnel will work with you in order to guarantee that we meet all the needs of you and your guests. We do however ask that you review the following guidelines.

Guest Rooms

If you require guest rooms for your event, we will be happy to block a group of rooms that will be held until 30 days prior to the arrival date. After that date, reservations will be accepted, based on guest room availability.

Menu Selection

Please confirm your choice of menu and specific arrangements for bar and wine services at least **1 week before** your event. Our Sales and Catering personnel will be happy to help you choose a menu that best suits the needs of you and your guests.

Final Guarantee

A final guaranteed number of guests is required a **minimum of 3 Business Days prior to the event**. The convener agrees to pay for this guaranteed number of meals, or the actual number of meals served, whichever is greater.

Payment

The Hotel must have a **Confirmed Method of Payment** before any event. For Corporate clients, a Direct Billing application must be filled out and approved before bills can be sent to the client, or a Credit Card Authorization form must be filled out and approved before the function. We do not accept payments by cheque unless a credit application and billing account has been set up. To confirm a booking, a non-refundable deposit is required. Unless there is a billing account, all charges must be paid in advance. A non-refundable deposit is required for certain dates and meeting size.

Taxes & Service Charge

A 16% Service Charge and 5% GST charge is applicable to all Food & Beverage.

All functions at which music is played are subject to a federal fee established by the Society of Composers, Authors and Music Publishers of Canada (SOCAN). The hotel will apply these charges to the final bill.

Cancellation & Changes

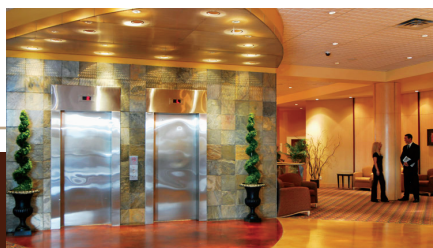
Our Cancellation fees are as follows:

Within 1 business day*: 100% of Contract

2-3 business days* prior notice: 50% of Contract

Radisson Red Deer reserves the right to renegotiate a change in banquet rooms and room rent if there is significant decrease (25% or more) in the room requirements, function attendance or planned food and beverage.

*Business Day is Monday - Friday, 9:00 a.m. to 4 p.m. not including any holidays



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Decorating Policies

Thumbtacks, nails, staples and scotch tape are not to be used in any meeting room or public area. The convener is responsible for the removal of all decorations after the event. The use of confetti is prohibited. The removal of artwork is also prohibited.

Selling Merchandise

A temporary **business permit** and sign permit must be attained from the City of Red Deer. If signs are to be used, a **sign permit** must be attained from the City of Red Deer as well.

All signage must be pre-approved by the Hotel in Writing before being displayed. Contact the City of Red Deer Inspections & Licensing at 403.342.8328 or visit www.reddeer.ca. Fundraisers require their own. For further information, visit us online at: hi67.com/banquets/policies, Subject line: Licences.

Disc Jockeys, Bands & Live Entertainment

Disc Jockeys, bands and live entertainment are required to provide proof of insurance prior to entering the premises. All entertainment must cease by 12:30 a.m. Volume is restricted with sound levels not to exceed 100 decibels.

Room Booking Guidelines

Day: 7:00 a.m. to 5:00 p.m.

Evening: 6:00 p.m. to 12:30 a.m.

(All entertainment should cease by 12:30 a.m. in order to vacate the event by 1:00 a.m.)

24 Hours: 6:00 a.m. to 6:00 a.m. next day

We require entertainment to have guidelines for music volume

Menu Selection

We ask that you advise our Catering Department of your menu selections 2 weeks prior to the function date. Menu items cannot be guaranteed for menus arriving at the hotel after the 2 week period.

Event Location

Function rooms are assigned by the guaranteed maximum number of people anticipated. **Radisson Red Deer reserves the right to relocate groups due to changes in numbers, set up requirements, service times, acts of God or circumstances beyond the control of the hotel.**

Food Service

For the protection of our guests and in accordance with the Alberta Health and Safety Act, **Radisson Red Deer will be the sole provider of all food and beverage items** No food or beverage items may be removed from the function room or stored on your behalf for a later function as well **no food from outside can be brought in.**

For the protection of our guests and in accordance with the Alberta Health and Safety Act, food can only be left out for a maximum of 2 hours.

As it is customary, **banquet prices are subject to change** due to fluctuating food costs. Prices for all meal functions will be guaranteed three (3) months from the event date.



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Dietary Constraints & Food Allergies

We are pleased to offer alternative meals for those guests with special dietary constraints. Special requests must be made 2 weeks prior to your event.

In the event that any of the guests in your group have food allergies, you shall inform us of the names of such persons and the nature of their allergies.

Material Delivery & Pick-Up

Material shipped to the Hotel will be directed to the appropriate rooms. However, no responsibility is accepted for loss, damage, shipping or movement of heavy items. Insurance, arrangements and payment for customs clearance and labor/equipment for movement of heavy items **must be provided by the convener**.

Delivery of materials for meetings will only be accepted **3 business days** prior to the function (**storage space is subject to availability**). Please notify our Sales & Catering Coordinator of such delivery.

The material must clearly show the following information:

Attention: Catering Department

Catering Representative:

Name of Event:

Date of Event:

Name of Event Contact:

Room Name:

Number of items:

Return Shipping Instructions:

General

A **signed** copy of our catering contract returned to our catering office will ensure that all agreed upon requirements are as stated. Should the Hotel not be in possession of a signed contract, the function would be considered **Cancelled**.

Client agrees to conduct the event in an orderly manner in full compliance with applicable laws, and regulations. Client assumes full responsibility for the conduct of all persons in attendance at the event and for damage done to any part of Hotel's premises by client, client agents, invitees, employees, or independent contractor hired by client. Furthermore, the client is responsible for any and all damage to the meeting rooms and linen.

Radisson Red Deer will not be responsible for loss or damage to any articles left in the Hotel prior to, during or following any function.

Liability

Radisson Red Deer shall not be liable for non-performance of this contract when such non-performance is attributed to large increases in attendance or the number of attendees exceeds the regulatory room capacity; labour troubles, disputes or strikes; accidents; government (Federal, Provincial and Municipal) regulations of or restriction upon travel or transportation; non-availability of food, beverage or supplies; riots, national emergencies and acts of God, which are beyond the reasonable controls of the Hotel preventing or interfering with the hotel's performance.

In such events, Radisson Red Deer shall not be liable to the customer for any damages, whether actual or consequential which may result from such non-performance.

